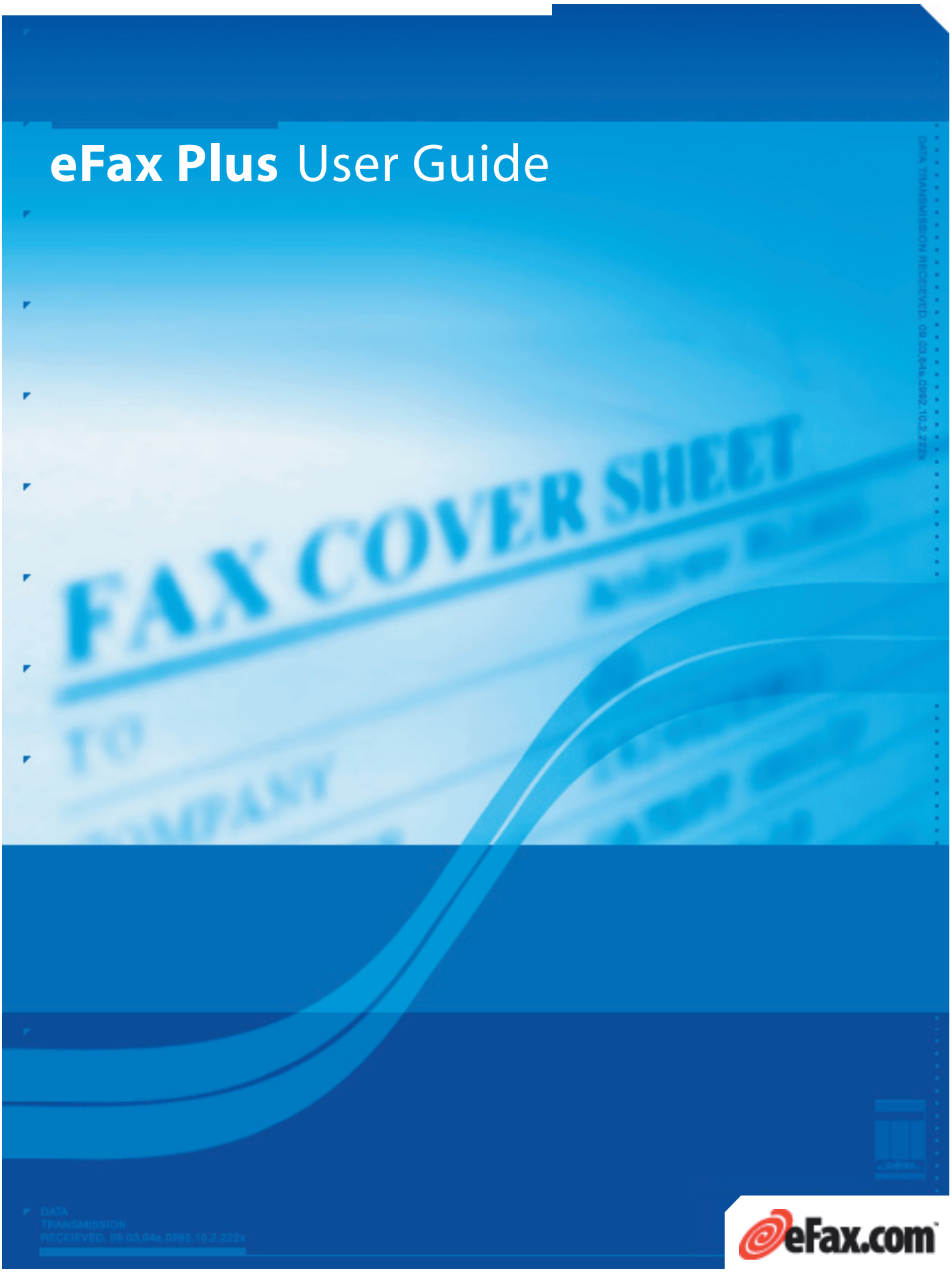
# **eFax Plus** User Guide




eFax.com

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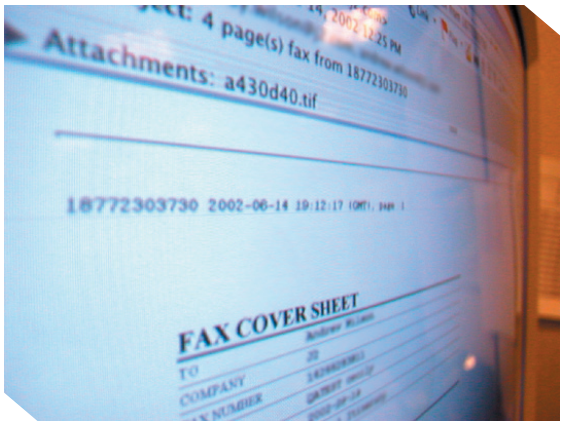
# Welcome

## Welcome to eFax and the convenience of Internet faxing.

This guide will walk you through everything you need to know to make the most of the service.




### eFax JumpStart [ Windows]

Ready to jump in and start using your service? Follow these quick steps to get up and running.

1. First, download and install eFax Messenger Plus at http://www.efax.com/need/.

2. In most programs, you will now find an **eFax Send** button on the toolbar. Open the **eFax Send** menu and choose **as a Fax...** to send your document as a fax. Try using your new eFax number to send a fax to yourself.

3. Once the fax has arrived in your email, just double-click the file attachment, or save it to your desktop and then double-click to view it.

4. Got a scanner? Right-click on the eFax icon in the system tray and choose **Scan Document.**

**Note to Mac Users:**

If you're using your eFax account on a Mac, visit our online help section at http://www.efax.com/help/ (and enter Mac in the "Search Text" box) for tips on sending faxes using Mac OS.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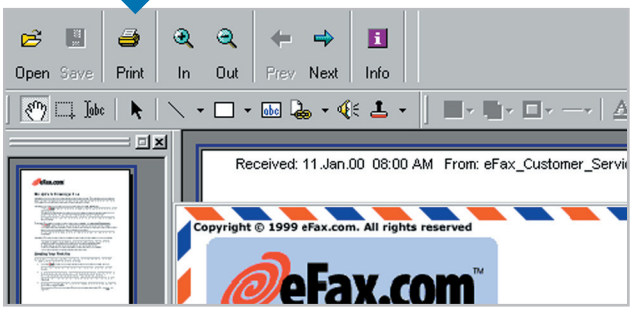
# All you ever wanted to know about faxing

Faxing has come a long way from the year 1851. That was when Frederick Blackwell, an English physicist, demonstrated what he called facsimile transmission at London's World Fair. Back then getting one "page" (actually a cylinder) took over an hour. Now with eFax, you don't even have to wait at the fax machine—your faxes are instantly delivered right to your desktop. Mr. Blackwell would be impressed.

## Receiving faxes

Receiving faxes is easy. When someone sends a fax to your eFax number, it is sent to you by email as an eFax (.efx) file. When you receive your faxes as electronic files, organizing them becomes as easy as organizing your other documents.

eFax Messenger Interface




## Downloading and installing eFax Messenger Plus [ Windows OS]

1. Go to www.efax.com and click **Download**.
2. Enter your email address and choose Messenger Plus.
3. Click the **OK Download** button.
4. The download will start. When prompted, save the program to your computer.
5. After you've finished downloading the file, close any programs you are running or documents you are editing.
6. Right-click on the file you saved and choose **Open**.
7. When prompted to install the software, click **Yes**.
8. Read the license agreement and click **Yes** if you agree.
9. Click **Next** if you want to install the program in the default folder. You can also click **Browse** to select a different location.
10. Type your name and eFax number in the User Identification window when prompted. Then click **Next**.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## Faxing [cont'd]

11. In the *Select Email Software* window, you will see a list of email programs recommended for use with Messenger Plus. Select the email software you use and click **Next**. If your email software does not appear on the list, select **Other** and click **Next**.
12. In the *Test Email Setup* window, click **Test Setup**. The Email Wizard will start your email program and attach a Messenger Plus file to a test message.
13. If the test message is created successfully, close the email and click **Next**. If it isn't, click **Back** to confirm that you have selected the proper email software. Then try another test message. If it does not appear properly, click **Back** and select **Other** from the list of email software.

**NOTE: Make sure you are connected to the Internet before clicking on the Test Setup button.**

### Viewing an eFax (.efx) file

1. If you haven't already done so, follow the instructions above to download and install eFax Messenger or Messenger Plus.*
2. Open the email that contains your fax.
3. Save the eFax file to your computer.
4. Open Messenger or Messenger Plus.
5. On the File menu, click **Open**.
6. Find the eFax file you saved to your computer.
7. Press the **Open** button.

**NOTE: Remember a fax (.efx file) is a graphic file. If you cut and paste a fax into Microsoft Word or other programs, you will see the fax, but you will not be able to manipulate the text or edit it.**

* If your operating system doesn't support eFax Messenger or Messenger Plus, change your fax delivery format to TIFF. Then view them in many programs such as Windows Imaging. (See the section "Changing your fax format" in the chapter My Account.)


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# Faxing [cont'd]

## Sending faxes

You have three options for sending faxes with eFax Plus: using eFax Messenger Plus, sending directly from your email and sending from our website.

## Using eFax Messenger Plus to send a fax [Windows]

1. Open a document on your computer. For example, open a text document, a spreadsheet, or a web page.
2. On the toolbar, open the Send menu and choose **Send as fax.** If your program does not display the Send menu, open the File menu and click **Print** to open the Print dialog. Select *Send with eFax Messenger* as your printer and click **OK**.
3. You will see the Document Delivery window with the *Fax* tab selected.* The first time you use Messenger Plus, you will also see the Messenger Plus Wizard, which explains the sending process. Click **Advanced** to do any of the following:
   - Select fax numbers from your address book
   - Include a cover page
   - Send to multiple fax numbers
   - Annotate the fax
4. Type in the recipient's fax number. If you've used eFax to send faxes to this number before, you can select the number from the drop-down list.
5. Select the country you will be faxing to in the drop-down box.
6. Select the fax quality you want from the drop-down list. Use "Standard" for fast transmission or "Fine" for better quality. Click **Send.** You will receive an email confirming the delivery of your fax in a few minutes.

## Sending a fax directly from your email account

This is a handy way to fax if you can't install eFax Messenger Plus.

1. Use your email software to create a new message. Any text you type in the body of the email message will be placed on the cover page. If your email software adds a signature file to your messages, that signature will also be added to your faxes. If you do not wish to include a cover page, type {nocoverpage} in the body of the message and no cover page will be added.

*If the Fax tab is not available, save the fax file to your computer. Then follow the instructions for sending a fax directly from your email account.


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# Faxing [cont'd]

2. Attach a file. When you send a fax by email, you can attach a single file from a variety of popular programs. (See Appendix A, *Supported File Types*.)
3. Type the number as you would when dialing long distance from the USA. For example, to send to a fax in the USA, the address should have the following format: *14155559876@efaxsend.com*. The number should include the country code and fax number. NOTE: Do not include any prefix you normally dial to get an outside line (such as 9).
4. For the message Subject, type any subject you want printed on the cover page.
5. If you want to send the fax in standard mode (the default is fine mode), type *{standard}* (including the curly braces) on a separate line at the end of your message.
6. Send the message. You will receive an email confirming the delivery of your fax in a few minutes.

NOTE: Password protected files cannot be faxed directly from email. Also, some documents may print with a slightly different format depending on the computer and printer driver selected when the document was created. For example, if the page break is close to the bottom of a page, the fax may have two pages instead of one.

## Sending a fax directly from the Web

When you fax from the eFax.com website, you can fax up to three documents to a single recipient from any computer with Internet access. All you need is your eFax Plus account and a web browser (Netscape 3.0 and higher or Internet Explorer 3.02 and higher).

1. Go to www.efax.com and log into "My Account." (See page 8 for instructions on logging in if you don't remember how.)
2. Once logged in, click **Send Fax** on the menu at the top of your "My Account" screen.
3. Fill in the recipient information and click **Next.**
4. If you would like to include a cover page, check the box **Include cover page.** Then type the subject and cover page message. Click **Next.**
5. Click **Browse** to find the file(s) you want to attach. Click **Next.**
6. Make sure the fax information is correct. If you want to change something, use the **Back** button in your browser to go back and make the change. If everything looks correct, click **Send Fax.** You will receive an email confirming the delivery of your fax in a few minutes.


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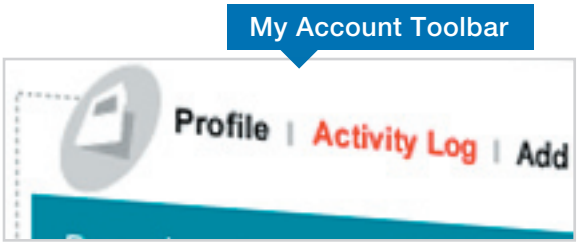
# My Account




After you've set up your eFax account, there may be times when you need to change things. Maybe you have a new credit card or your address changes. The "My Account" section of www.efax.com allows you to check on or modify your account. And if you're at a computer that doesn't have eFax Messenger Plus installed, go to "My Account" and send a fax right from our handy web-send interface.

## Logging into the My Account section

1. Go to www.efax.com
2. Click on the "My Account" icon.
3. Enter your eFax number (e.g. 13235551212) and your four-digit PIN.
4. You'll be asked if you want your computer to "remember" your user ID and PIN. If you indicate **Yes** by clicking on the box, you will not be asked for this information again. NOTE: To ensure the most privacy, leave the box unchecked if you are using a public computer. If you leave this box unchecked, you will be asked for your eFax number and PIN every time you log in.
5. Click on the blue **OK** button to log in.

## Forgot your PIN or number?

Just click on the **Forgot your PIN or number?** link at the bottom of the login page. eFax will send your PIN and number to the email address you provided when you signed up for the service.

## Changing your account information

Once you've logged into "My Account," click **Profile** to change the email address where faxes will be sent, the number you want to use, your name, and your corporate identity.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# My Account [cont'd]

## Viewing fax activity

Log into the "My Account" section and click **Activity**. Here you can view all the activity for your eFax number. If you have more than one eFax Plus number, you will see a list of your numbers to choose from.

## Linking different email addresses to your eFax number

Log into the "My Account" section and click **Preferences**. On the *Email Accounts* tab, you can link up to three different email addresses to your eFax number.

Any fax sent to your eFax number will be routed instantly to each email address you choose to link to your number. You can also link email addresses to your number from which you can send faxes. The default email addresses for receiving and sending faxes is the one you entered in the registration process.

To link a new email address to your account, simply type the complete address in the email account field. Then click the **Add** button to link this email address.

**IMPORTANT**: Be sure to include your entire email address, such as "name@someplace.com."

## Changing your fax format

You may choose to receive faxes sent to your eFax number in one of two file formats: eFax format (.efx) or TIFF (.tif) format. eFax files are high quality graphic files that give more options than other graphic file types. eFax files are highly compressed files designed to speed up transmission and reduce storage requirements. However, if Messenger Plus isn't available for your operating system, choose the TIFF format. TIFF files can be viewed in many applications, such as Windows Imaging.

To change the fax file format, log into the "My Account" section and click **Preferences**. Then click the *Fax Options* tab. Click on the drop-down box and choose the name of the file format. Click the **Update** button when you are finished.


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# My Account [cont'd]

## Changing your Calling Station Identifier (CSID)

The fax CSID (Calling Station Identifier) appears at the top of the page of any fax you send from your eFax number. By default, your fax CSID number is your eFax number. Your fax CSID number may include up to 20 alphanumeric characters. If you have more than one eFax number, you can have only one CSID for sending faxes.

Log into the "My Account" section and click **Preferences**. Then click the *Fax Options* tab. Enter your CSID in the appropriate fields. Click the **Update** button when you are finished.

## Sending a fax directly from the Web

When you fax from the eFax.com website, you can fax up to three documents to a single recipient from any computer with Internet access. All you need is your eFax Plus account and a web browser (Netscape 3.0 and higher or Microsoft Internet Explorer 3.02 and higher).

1. Go to www.efax.com and log into "My Account." (See page 8 for instructions on logging in if you don't remember how.)
2. Once logged in, click **Send Fax** on the menu at the top of your "My Account" screen.
3. Fill in the recipient information and click **Next.**
4. If you would like to include a cover page, check the box **Include cover page.** Then type the subject and cover page message. Click **Next.**
5. You can fax up to three different documents at one time. Click **Browse** to find the file(s) you want to attach. Click **Next.**
6. Make sure the fax information is correct. If you want to change something, use the **Back** button in your browser to go back and make the change. If everything looks correct, click **Send Fax.** You will receive an email confirming the delivery of your fax in a few minutes.


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# My Account [cont'd]

## Updating your billing information

Log into the "My Account" section and click **Billing**. On the *Billing Information* tab, you can verify or change your billling information. When you are done, click **Update** to save your changes. NOTE: Your billing address must match the address where you receive your credit card statement. If it does not, your account may be disabled.

## Viewing your billing summary

Log into the "My Account" section and click **Billing**. Then select the *Billing Summary* tab. Here you will find your billing cycle, your subscription rate, and the date when you will next be billed.

## Receiving a statement by email

Log into the "My Account" section and click **Billing**. Then select the *Billing Summary* tab. Check the the box that says *I would like to receive a regular billing statement via email.*

## Checking your usage balance

Log into the "My Account" section and click **Billing**. Then select the *Usage Balance* tab. Here you will find your current usage balance and reorder amount.

Charges for usage-based services (sending faxes or receiving faxes on a toll-free number) are deducted from a prepaid balance on your eFax account, which is separate from your monthly subscription fee. When your balance drops to $2.00, it is automatically replenished by charging your reorder amount to your credit card. If you specify a higher reorder amount, your credit card will be charged less often. The cost of sending faxes is based on the country to which you are sending: see our posted rates.


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# Getting help

Here are some of the most common issues submitted to our Customer Service department. If you don't see the answer to your problem here, check our online Help section at http://www.efax.com/help, where you can browse through frequently asked questions or contact Customer Service.

**Why did nothing happen when I click to send a fax?** [Windows]
When you click to send a fax, your computer looks for the default email program to send the fax. Your default email program may be undefined or wrong.

*Correcting the setting for the email program in eFax Messenger Plus.*
1. Start eFax Messenger.
2. Open the Help menu and choose **User Settings…**
3. Step through the setup wizard until you get to the *Select Email Software* window.
4. Highlight the correct email program, and click **Next** to finish the wizard.

If this does not fix the problem, you may also need to set your email program in Internet Explorer.
1. Open Internet Explorer.
2. From the Tools menu, click **Internet Options…** Then choose the *Programs* tab.
3. In the *Email* field, select the correct email program. Then click **OK.**

**Why did I get a message from eFax saying I've used up my two faxes even though I signed up for eFax Plus?**
Every eFax subscriber gets to send two free faxes as part of our "Try Two on Us" program. If you send faxes from an email address that is not listed on your eFax Plus account, the Send system will not recognize you as an eFax Plus customer. Check your account settings by logging into "My Account" and clicking **Preferences.** Make sure you list all the email accounts you fax with.

To associate an email address with your account, follow the instructions on page 9 in the chapter on "My Account."

**MSN email users, please note:**
MSN changes outbound emails to *username@email.msn.com*. If the address you use for your eFax account is listed as *username@email.msn.com*, follow the directions in the chapter on My Account and add the email address to the list of email addresses you send from.


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# Getting help [cont'd]

**Why did I get an error message saying the number is busy when I know it's not?**
Log into "My Account" (see page 8) and check your activity log. Make sure you began the fax number with the country code ('1' for US/Canada numbers).
For example: *13235551212@efaxsend.com*, not *3235551212@efaxsend.com*.

**How do I associate .tif or .efx files with Messenger?** [Windows]
1. Save the .tif or .efx file to your Desktop.
2. Highlight the file by single-clicking on the file icon.
3. While holding down your SHIFT key, right-click on the file.
4. From the menu, select **Open with...**
5. Messenger will not appear in the list of programs, so click the **Other** button. Then browse for eFax Messenger Plus. The file you are looking for is called hotpls32.exe and it is usually in the c:\Program Files\Common Files\efax\directory.
6. Check the *Always use this program to open this type of file* box.
7. Click **OK.**

**I get a printer error or the program hangs when I try to send through Messenger.**
[Windows]
To correct this problem, create a virtual port for eFax Messenger:
1. From the Windows Desktop, click the **Start** button.
2. Open the Settings menu and choose **Printers.**
3. Right-click on **Send with eFax Messenger Plus** printer and click **Properties.**
4. Click on the **Ports** tab.
5. Make sure LPT1 is checked, then click **Add Port.**
6. Make sure **Local Port** is highlighted, and click **New Port.**
7. Name the port "eFax Messenger."
8. Click **OK.**
9. Click **Apply**, then **OK.**

NOTE: If you are on Win2000, Windows NT, or Windows XP, you need to be logged in as Administrator to install a port.


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# Getting help [cont'd]

**Supported file types**
You can send the following types of files and they will automatically be converted to faxes. Make sure that the file extension matches the file type.

| Type of Document | Versions Supported | File Extension |
|---|---|---|
| **Word Processing** | | |
| Microsoft Word | Win: v. 95, 97, 2000<br>Mac: v. 4, 5.x, 95, 98, v. X | DOC |
| Corel WordPerfect | v. 5.x, 6, 7, 8, 9 | WPD, WP5, WP6 |
| Lotus Word Pro | v. 96, 97, 9.x | LWP |
| Rich Text Format | All versions | RTF |
| Microsoft Windows Write | All versions | WRI |
| Plain Text | All versions | TXT, DOC, LOG, ERR, C, CPP, H |
| **Spreadsheet** | | |
| Microsoft Excel | v. 5, 95, 97, 2000 | XLS |
| Lotus 1-2-3 | v. 2, 3, 4, 5, 96, 97, 9.x | 123, WK1, WK3, WK4 |
| Quattro Pro | v. 6 and above | QPW, WB1, WB2, WB3 |
| Comma Separated Values Format | All versions | CSV |
| **Presentation** | | |
| Microsoft PowerPoint | v. 4 and above | PPT |
| Corel Presentations Slide Show | v. 96 and above | SHW |


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| **Bitmap** | | |
|---|---|---|
| Windows Bitmap | All versions | BMP |
| Adobe Photoshop | v. 3.0 and above | PSD |
| CompuServe Graphics Interchange Format | GIF87a, GIF89a | GIF |
| JPEG Joint Photography Experts Group | All versions | JPG, JPEG |
| PC Paintbrush Graphics (PCX) | All versions | PCX |
| Portable Network Graphics (PNG) | All versions | PNG |
| Tagged Image File Format (TIFF) | All versions | TIF, TIFF |
| Amiga Interchange File Format (IFF) | Raster Bitmap only | IFF |
| Word Perfect Graphics | v. 2.0 and above | WPG |
| Truevision Targa Format | All versions | TGA |
| **Publishing** | | |
| Microsoft Publisher | v. 98, 2000 | PUB |
| **Cross Platform** | | |
| eFax Document Format | eFax Send, HotSend, JetSuite Pro | EFX, HOT, JSD |
| Adobe Portable Document Format (PDF) | All versions | PDF |
| Adobe Postscript | All versions | PS |
| Encapsulated Postscript | All versions | EPS |
| **Miscellaneous** | | |
| Visio Drawing | v. 3 and above | VSD |
| CAD Drawing Exchange Format (DXF) | All Autocad compatible versions | DXF |


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# Glossary

**Activity Log**
A list of eFax documents you've received and sent. Located in My Account, the Activity Log shows the date and time each fax was sent (Greenwich Mean Time); the filename; the length and size of the fax, including any cover sheet; and the Fax ID number provided by the machine used to send the fax.

**cookies**
A cookie is an entry to a very small text file managed by your web browser. Cookies enable eFax to "remember" information about you, such as your setting or profile information.

**eFax (.efx) file**
A highly-compressed file created using eFax Messenger Plus or received via the eFax Service. These files, characterized by their .efx file extension, can be viewed with eFax Messenger or Messenger Plus. Both are available for download from our site at no charge.

**eFax Messenger Plus**
This program allows you to create, edit, and send faxes. Can be downloaded at http://www.efax.com/need.

**fax header**
Information may include the date and time the fax was received, sending and receiving fax number, and number of pages. This information is provided by the user's fax machine and may vary.

**fine mode**
Fine mode has a resolution of 203 x 196 dots per inch (dpi). Use fine mode when sending eFax documents with small text or pictures.

**HotSend**
HotSend is now eFax Messenger Plus.

**ISP (Internet Service Provider)**
The company that provides your Internet access.


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# Glossary [cont'd]

**Live Menu**
This part of the eFax Messenger Plus software displays the eFax Messenger Plus menu in your other programs.

**MIME**
MIME, or "Multipurpose Internet Mail Extensions," is a standard for the way attached files are sent with email. It tells the receiving software what type of file is attached.

**PIN (Personal Identification Number)**
When you sign up for any eFax service, you'll receive an email with your Personal Identification Number (PIN). Keep your PIN in a safe place and use it to access account information in My Account.

**standard mode**
Standard mode has a resolution of 203 x 96 dots per inch (dpi). You can send faxes using standard mode if the document does not contain small text or pictures.

**TIFF (.tif) file**
A common graphic file format. Can be used to receive faxes on non-Windows machines.


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